BEAUMONT HOSPITAL

RAISING AWARENESS		We are continuing to engage with different groups of staff to brief them on the findings of the survey and facilitate workshops where there are robust discussions regarding actions for improvement to the system.	**2019-2020**
ADMISSION TO HOSPITAL >🏥	**WAITING TIMES:** Reduce Emergency Department waiting times.	The Emergency Department (ED) Team continues to ensure that patients are moved as quickly as possible from trolleys to beds in ward areas.	**2019-2020**
	CONTINUOUS IMPROVEMENT:	The team have key improvement projects underway to ensure the ongoing comfort and safety of patients as follows: – A docking station was put in place for wheelchairs to ensure there were no delays in finding one when needed. – A project is starting focusing on patients belongings and keeping them safe and accessible at all times while in ED.	**ONGOING**
	COMMUNICATION:	Work is underway to improve communication with patients who are waiting to be seen. This involves nursing staff updating patients on a regular basis in the waiting area as well as monitoring their vital signs and giving pain relief if required.	**2019-2020**
CARE ON THE WARD 🛏	**NUTRITION:** Improve hospital food and nutrition.	The hospital has a well established Nutrition Steering Group whose focus is to improve the food given to patients which in turn supports good nutrition and promotes healing. Building on improvements identified in 2017 the focus of this group remains to: – Continue to review and refine the menu choices for patients, including looking at calorie content and healthy eating options. – Revise menu layout to make them more user friendly and provide a better description of meals for our patients. – Ensure that there is sufficient and appropriate food available for patients outside of scheduled mealtimes. – Design and conduct an audit to measure improvement.	**ONGOING**
EXAMINATION DIAGNOSIS & TREATMENT 📋	**COMMUNICATION:** Improving patient information.	**PRIORITY PROJECT** The Hospital wishes to improve patient information by designing and developing an 'information roadmap' for patients. This roadmap will outline what patients can expect throughout their hospital journey incorporating all stages of care.	**Q1 2020**
	COMMUNICATION: Improving communication skills	**PRIORITY PROJECT** The Hospital wishes to enhance the ability of staff to communicate with and listen to patients. Four training modules are in place nationally. These modules are now being delivered to a wide range of staff across the hospital. The hospital is prioritising specific groups of staff to attend Module 4 of the National Programme which outlines how to deal with difficult issues.	**2019-2020**
DISCHARGE OR TRANSFER 🏥>	**COMMUNICATION:** Provide more information to patients at discharge.	**PRIORITY PROJECT** A project is in place to improve discharge planning. This will improve the process from a patient perspective. Training will be provided in LEAN quality improvement methods to key members of staff. There will be four sub groups of the overall project formed to progress individual work streams as follows: – Predicted date of discharge (PDD) work stream: This workstream aims to Improve the accuracy and utilisation of PDD based on an evidence base of ICD-10 codes and local length of stay data – Transit Care Unit (TCU) work stream: This workstream aims to improve the utilisation of the TCU for discharged patients. – Out-of-hours work stream: This workstream aims to improve the admission process for patients from the Emergency Department during the out of hours period. i.e. overnight and at weekends. – Care of the Elderly workstream: This workstream aims to improve the length of stay for patients on specialist geriatric wards.	**Q4 2019**
PATIENT EXPERIENCE	**DIGNITY & RESPECT AND PRIVACY:** Improving and sustaining patient experience.	The hospital welcomes the annual findings from the National Patient Experience Survey which provides valuable feedback from patients on their experience of care in this hospital. This information will continue to be used to inform, identify and support improvement work for all areas.	**EMBEDDED**